



Trainee Claims Handler H&H Insurance Brokers

Job Title: Trainee Claims Handler - H&H Insurance Brokers

Reporting to: Operations Manager

Overall Job Purpose:

To acquire the necessary skills to carry out administrative duties on behalf of H&H Insurance Brokers' clients in order to ensure an efficient and effective service.

Job Description

Primary Accountabilities

1. To acquire the necessary skills in order to undertake the role of Trainee Claims Handler which will include the following:
 - To provide a professional service as required to the clients of H&H Insurance Brokers including all aspects of general, agricultural and commercial insurance.
 - To administer transactions on behalf of H&H Insurance Brokers including the completion of documentation, data input, processing of proposals to completion and the following up of outstanding documentation.
 - To manage claims through to settlement on behalf of clients to achieve prompt resolution and settlement by working closely with insurers and loss adjusters.
 - To ensure that customers are treated fairly and that the customer receives excellent service in accordance with industry and company guidelines.
 - To adhere to legal requirements, industry regulations and customer quality standards set by the company.
 - To maintain current knowledge with regard to industry compliance.
 - To maintain relationships with the existing H&H Insurance Brokers client base by providing first line contact face-to-face or telephone advice and support.
 - To continue personal development by completion of ongoing insurance qualifications and/or training to improve personal knowledge of the industry and company business.
 - To attempt to resolve complaints within 48 hours referring any unresolved complaints promptly to the Operations Manager.
 - To maintain quality and customer service standards keeping accurate records and ensuring client records on our software are up to date.
2. To carry out administrative duties as required on behalf of H&H Insurance Brokers.
3. To work within the FCA rules and related procedures published by the company from time to time. This includes the Company's Compliance Manual and Training and Competence Manual.
4. To provide cover for absent colleagues in order to ensure the continuance of an efficient and effective service.



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Secondary Accountabilities

1. Other ad-hoc duties that the employer determines fall within the job-holders capabilities
2. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice according